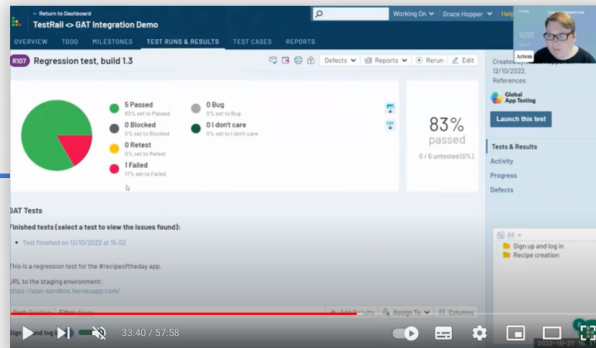


WEBINAR



The Automation Testing Paradox: a Q&A

In October 2022, we ran a webinar about why businesses overestimate the % of tests they will automate, and how a manual testing solution can help.

During the webinar, attendees of **the Automation Paradox** asked a wide variety of really interesting questions about Global App Testing, TestRail, and about how to automate more of their tests. Here are those questions answered in full.

P.S. Want to watch the webinar? [You can view it here](#) (57 mins)

Getting started with Global App Testing & TestRail

- 1) How do I integrate Global App Testing (GAT) into TestRail?

GAT Response: Integrating GAT with TestRail is really simple. The integration can be set up using the following guide: [Installation Guide](#)

- 2) Is it possible to have visibility into the test results of Global App Testing in TestRail reports? What types of reports can I generate?

TestRail Response: Once the test results have been reported from Global App Testing to TestRail, you can manage them as you would do for any test results you submit yourself within TestRail. So, for instance, you can create any type of report which includes test runs and join data from Global App Testing test runs, internal test runs and even automated test runs, so you can have full visibility on how you're testing your deliverables. See many of the reporting options available to you here: [Reports overview](#).

3) How much does Global App Testing cost?

GAT Response: We offer a flexible credit model to test with Global App Testing. That means that client investment starts around the same monthly price that a QA professional would; but with the total flexibility, coverage, and scale it's hard to get in-house.

We also offer non-functional testing and services where the price is calculated slightly differently; and we encourage clients not to think about QA as a "cost centre" but a "growth centre" – we'll help you see the ROI on your testing, which will in turn help you make the argument to management that QA is worth investing in.

Let's talk about investment on a demo! A quick chat about your needs will let us be much more specific.

[Book a demo](#)

Global App Testing: testers & hardware

4) Do your testers use physical devices or use platforms to carry out testing?

GAT Response: All testing by our crowd is carried out by real people on real devices. We do not use any device farms or emulators to provide a real-life experience of your app.

5) What if the tests require a physical device to communicate with your app (e.g. via bluetooth)?

GAT Response: We have run multiple projects with existing customers where we have carried out IoT and hardware device testing. We usually set up a group of dedicated

testers. If the device is available on the market, the testers purchase the device; then we either reimburse them once they return the device or they keep the device.

If it is a proprietary device, we can ship the device directly to the testers and then we coordinate the return of the device upon completion of testing.

Global App Testing: testers & access control

- 6) What happens if the product or domain requires confidential information like name, password?

GAT Response: Our testers sign an NDA, however, we still don't advise you to use any sensitive information in the tests you share with the crowd. Instead, consider creating separate user logins for testers that you can delete or revoke access from when necessary – and do not share permanent credentials in your test requests.

- 7) Do we need to provide access to GAT testers if we want them to log the issues that they find during testing to our issue trackers?

GAT Response: No. You do not need to provide access to issue tracking tools like JIRA or GitHub. Our testers raise all issues within the GAT UI and a link is then provided in TestRail linked to the relevant test step. These issues or bugs are then raised within your issue tracker tool if an integration is set up.

Global App Testing: testers and specialist knowledge

- 8) How would GAT testers know the functionality of our product in order to test everything?

GAT Response: Our crowd of testers are not familiar with your product. However, they are able to offer a fresh perspective each time your product is tested, often picking up on edge case issues that can be missed by your internal team due to their familiarity. Our testers are all professional and vetted to ensure they have the right knowledge and experience to test your product.

- 9) How would you manage an application that requires specific industry knowledge, like datacenter hardware or networking?

GAT Response: Our tester community can test different applications, including industry-specific ones when they are provided with sufficient information in the test cases or pre-test briefing. But if your testing requires deep industry expertise, you should probably consider other methods of testing.

Choosing between crowd, internal, and automated tests

10) Can we assign specific test cases within a test run to GAT and our own internal team?

GAT Response: You cannot split a test run between our crowd of testers and your internal team. You must create a separate test run and all cases within this run will be carried out by GAT.

11) How does GAT execute automated tests using these interfaces?

GAT Response: Global App Testing is not an automation solution. We offer manual testing services to help you build out your automation. Our crowd can carry out testing on parts of your product which are too difficult to automate or you simply haven't got round to yet. We help you to bridge your automation gap through manual testing to help you achieve your automation goals.

However, TestRail does integrate with some third party software solutions which help you create automated tests. Therefore you can manage your manual tests (via Global App Testing) and your automated tests (via another TestRail partner) out of one place.

Joining our tester community

12) Where can I apply to become a tester?

GAT Response: You can find information on how to join our testing community using the following link: <https://testerwork.com/>

Thanks

Thanks for reading! Find out more below or email us at marketing@globalapptesting.com

[Book a demo](#)

[Watch the webinar](#)